Why do you want to work at slack:

I feel the product that slack offers customers is exciting and innovative in a communication orientated world. I would love the opportunity to be part of a team which makes communication in the workplace more efficient, productive and simpler and to see these benefits materialise for your many customers. I am currently seeking a new challenge having worked in a customer facing role in the financial services industry for the last 10 years. Having researched Slack and this particular role, I feel I have the necessary skills and values to be a positive addition to your team.

Why are you interested in persuing a customer experience role:

I am naturally a people person! I would get great satisfaction from ensuring that your customers are happy and productive. I have been working in a customer facing role in the financial services industry for the last 10 years and enjoy my daily contact with customer. I particularly enjoy dealing with issues and ensuring prompt and successful results for clients. I would love the opportunity to be part of a team delivering efficiencies and productivity to your many customers.

Tell us about a positive experience you had as a customer. What stood out?

I recently requested information from my mobile phone company for a third party. On two separate calls, I was advised that the information was not available. At the request of the third party, I made a third call seeking this information. The customer service agent that I was assigned on this occasion stood out to me, not only because he was able to obtain the information but also because of the overall customer experience he provided.

He listened carefully and asked questions to ensure that he was clear of what information I was seeking. Having ascertained that he could not obtain the information immediately, he took my details and advised of an approximate time that he could call with the information. He called to advise that he had the information and asked what format this was required for the third party, which I provided. Shortly after, he sent the information in the correct format via email. Throughout my dealings with this agent, he was always very professional while also maintaining a friendly approach.